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Internet Freebies

An FYI...state phone users need to avoid using their state phone number when browsing internet sites for "freebies". Many times when a state number is registered on a survey or vendor site in exchange for a "free coupon", the state number is getting signed up and billed for unauthorized services such as voice mail, long distance and other message services and these are in addition to the contracted services provided by OCIO office. The most common one is voice mail at \$12.95 or \$14.95 per month.

These are charges that will be passed on to you and your agency. We have seen an increase again in these third party charges appearing on state telephone numbers. If you have questions, please contact Zale at 402/471-4414.

Events and Happenings

State offices are reminded to notify the State phone operators of significant events and basic general public information. This puts the State operators in a better position to assist and answer questions for citizens. Contact the State of Nebraska Main Switchboard at 402/471-2311.

ALLTEL BILLING CYCLE CHANGES

Effective with the January bill received from the Office of the CIO, you will notice a change in the Alltel wireless billing. Alltel has changed the billing cycle for the State of Nebraska to a full month beginning with the first day of each month. The January bill will have billing on it from November 21st, 2007 through January 1st, 2008. This is due to the cycle change. Going forward the billing cycle will always be for the previous month beginning with the first of that month. This change will prevent splitting the detail for a full month between two different bills. If you have questions, please feel free to call our office at 402-471-2761.

The State of Nebraska also has a new contract with Alltel. With this new contract, there have been a few minor changes to rate plans. Please note: if you were using the National Freedom 300 plan for \$29.75, it has been changed to National Freedom 500 for \$29.99. Due to the change in the billing cycle, you will notice prorated billing and also multiple lines for the Federal Universal Service Fund (FUSF) and Nebraska Universal Service Fund (NUSF). If you do not presently subscribe to this rate plan, you still may see some prorating as there were other minor changes made during the conversion to our new contract with Alltel. If you have any questions on your present rate plan, please contact Norma at 402-471-3562 or Susan at 402-471-6391 for assistance.

Alltel Wireless is Removing Analog Cellular Service

Alltel Wireless will be removing their analog wireless network in phases over the first 6 months of 2008. The Office of the CIO has been informed that the State has a total of 400+ analog cellular devices in service with Alltel today. Based on this information, the Office of the CIO will be sending letters to all Communications Coordinators within the affected agencies by February 1, 2008. This letter will include a list of the cellular numbers that show to be analog only devices as well as the options available to the agency. Your analog only devices must be upgraded or deactivated by May 1, 2008. 'Analog only' devices stopped being sold by Alltel end of 2005. Taking that information into consideration, if your agency has upgraded or replaced cellular phones since that date, those devices will not be affected. An example of an analog only device is the 'bag phones', old "brick" style phone (the Ultra Classic), the DPC 650 MicroTac or modems used in road awareness signs.

This is an opportunity to assist agencies in updating wireless services, as well as eliminating service that should have been cancelled previously. Please feel free to contact Norma at 402/471-3562 or Susan at 402/471-6391 if you have questions or concerns.

Equipment Orders via NIS with an OT Form

The Office of the CIO would like to announce that Nancy Richters and JoDee Steele are your new contacts for ordering telephone equipment with an OT order form. Nancy and JoDee took these duties over a couple of months ago so many of you have already had the opportunity to work with them. With the addition of Nancy and JoDee, you now have two contacts that you can work with at anytime for any of your questions. Adding them to our team will help us process orders in a timely manner and will give you a backup throughout the year. The contact information for them is:

Nancy, 402-471-0542. nancy.richters@nebraska.gov
JoDee, 402-471-4860 Jodee.steele@nebraska.gov

Please feel free to contact them at anytime. As always, if you have any questions or concerns, please contact our office at 402-471-2761.

SkillSoft CBT Courses

The new vendor hosted CBT site is scheduled to be released on February 4th. The new vendor offering contains over 5,000 courses, test prep materials and mentoring. The CBT application is equipped with the ability to setup and assign curriculum, as well as run reports at the agency and individual levels.

Administrative access can be assigned to individuals (i.e. training coordinators) within agencies. The new application is available at a very economical price of \$75.00 per user for the annual period (January 2008 to December 31, 2008). No one is offering single classroom sessions at that price anywhere! To learn more or to sign up contact Judy at, 402/471-7732 or judy.davidson-whitehead@nebraska.gov

Training Tapes

VHS training tapes on a variety of technology topics are available for check out. The featured video for January is "Six Cardinal Rules of Customer Service." This video's focus is on the customer service blunders that plague the business world with advice on how to avoid them. This is a humorous video that's an excellent customer service discussion starter.

The recommended approach is to view and then discuss the video contents in relationship to what your current practices are. This 20 minute video is a product of The Telephone Doctor and is closed-captioned. Use of the tape is free to customers of the Office of the CIO.

Contact Judy at, 402/471-7732 or judy.davidson-whitehead@nebraska.gov if you require additional information or to request a full video library listing.

**State of Nebraska
Closed Circuit Television System**

<i>Channel</i>		<i>Channel</i>	
2	Information Channel	19	CNBC
3	KMTV - Omaha - CBS	20	MSNBC
4	Downlink	21	Fox News Network
5	Headline News CNN	22	Capitol Rm 1003
6	WOWT - Omaha – NBC	23	Capitol Rm 1113
7	KETV - Omaha - ABC	24	Capitol Rm 1507
8	KLKN - Lincoln – ABC	25	Capitol Rm 1510
9	KPTM - Omaha – Fox	26	Capitol Rm 1525
10	The Weather Channel – TWC	27	Capitol Rm 1524
11	KOLN - Lincoln - CBS	28	Capitol Rm 2102
12	NETV2	29	Legislature
13	KUON - Lincoln – PBS	30	NDE Board Room
14	Downlink	31	Governor's Hearing Room
15	Downlink	32	NETC1
16	CNN	33	NETC2
17	CSPAN	34	NETC3
18	CSPAN2	35	NOAA Weather
		36	Warner Legislative Chamber

For Information or Assistance, call the Office of the CIO/Network Services
402/471-2761